

Pop-up Blocker Issues

Symptoms of pop-up blocker problems

Here are some common symptoms that could point towards pop-up blocker problems.

- A user says that they are hitting the submit button on a recommendation, but nothing is happening.
- A user says that they submitted a decision already, but that it is still showing up on their list or they are still getting reminder emails about it.
- If the ScholarOne site warns them on the login page that they have not set up their browser to allow pop-ups from ScholarOne.

Causes of pop-up blocker problems

For certain actions to take place in the system, an email must first pop open and be sent by the user. The most common example of this is for decisions and recommendations.

However, if a user has not added ScholarOne to their list of allowed pop-up blocker sites, then the email cannot open and the action cannot be completed.

Fixes for pop-up blocker problems

There are two ways to fix this problem. The first and best way is to have the user add ScholarOne to their list of allowed pop-up blocker sites. As the exact steps to do this will depend on the type of browser they are using, the best way for the user to fix the problem is to just do a quick internet search on the name of their browser and something like “add site to allowed pop ups.” That should bring up specific instructions. If they see an error on the ScholarOne homepage, they may also click for more information, which will get them the instructions they need.